

## FREEDOM OF INFORMATION REQUEST

Kyndi Limited  
Innovation Centre  
Maidstone Road  
Chatham  
Kent  
ME5 9FD

**Our Ref: Aubnoy 20-05-2025**

**Your ref: 1283527**

**Date: 18 June 2025**

### Response to your freedom of information request

Dear Mr Aubnoy

Thank you for your email of 20 May 2025 where you requested information from Kyndi Ltd about services to local authorities and related matters. As requested, this request has been dealt with under the Freedom of Information Act 2000 (FOIA).

Kyndi has now completed searching for the information you requested. Some information can be disclosed to you and is provided below. Some information is exempt and is therefore withheld for the reasons set out below. We have adopted the numbering used in your request for ease of reference.

Your request for information and our response is as follows:

*1. Does Kyndi provide services to any local authorities outside Medway?*

Kyndi Response: Yes, we do.

*2. If yes, please list:*

- *The name of each council or local authority*

Kyndi response: Gravesham Borough Council.

- *The type of service provided (e.g. CCTV monitoring, telecare, security, keyholding, etc.)*

Kyndi response: We provide CCTV monitoring services, out of hours care services, and telecare services.

- *The general location or area where the service is delivered (if available)*

Kyndi response: Kyndi's location for delivering the services mentioned above are the same. However, the location itself is exempt from disclosure under s31(1)(a) of FOIA (prevention or detection of crime) as revealing this location would make our staff, systems and the local area more vulnerable to crime (and harm the efforts to detect crime) given the nature of the services we provide.

### The public interest test

[www.kyndi.co.uk](http://www.kyndi.co.uk)

Kyndi, Innovation Centre, Maidstone Road, Chatham, Kent, ME5 9FD.

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Certified Organisation

S31(1)(a) of FOIA is subject to the public interest test. Kyndi has considered the public interest in favour of disclosure, including the general public interest in transparency and how this can promote accountability and improvements in the provision of public services. However, Kyndi has also considered the public interest factors in favour of maintaining the exemption, including the inherent public interest in not making our employees and the local area more vulnerable to crime. Kyndi has concluded that the public interest in maintaining the exemption outweighs the public interest in disclosure.

If you are dissatisfied with the handling of your request, you have the right to ask for an internal review, explaining which elements of this refusal notice you disagree with and why. Internal review requests should be submitted within two months of the date of receipt of the response to your original email and should be addressed to:

Head of Information Governance  
Medway Council  
Gun Wharf  
Dock Road  
Chatham  
Kent ME4 4TR

[freedom@medway.gov.uk](mailto:freedom@medway.gov.uk)

If you are not content with the outcome of the internal review, you have the right to apply directly to the Information Commissioner for a decision. The Information Commissioner will not normally accept complaints before the internal review procedure has been engaged, or if there has been an undue delay in submitting the complaint. The Information Commissioner can be contacted at:

Information Commissioner's Office  
Wycliffe House  
Water Lane  
Wilmslow  
Cheshire  
SK9 5AF

Yours sincerely

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C Beaumont  
Information Governance Officer